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P20419.A16

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/917,746

Examiner : Hector A. AGDEPPA

Filed : July 31, 2001

Confirmation No. : 2766

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE
RESPONSE CALL MANAGEMENT SYSTEM

COMPLETION OF RECORD

Commissioner for Patents
U.S. Patent and Trademark Office
Customer Service Window, Mail Stop AMENDMENT
Randolph Building
401 Dulany Street
Alexandria, VA 22314

Sir :


In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98, Applicants hereby call to the Examiner's attention an Information Disclosure Statement that filed on March 15, 2004. In the Information Disclosure Statement, International Patent Publication No. WO 00/33548 was brought to the Examiner's attention, a copy thereof was provided to the Examiner. However, Applicants inadvertently did not list this foreign patent publication on a Form PTO-1449.

To complete the record, Applicants assumes that, despite this unintentional error, the patent publication was considered by the Examiner during consideration of the underlying document, since a copy of the document was submitted to the Examiner for consideration.

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Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,
Robert R. BUSHEY et al.



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